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more CSR's to ensure the level of services provided by the Customer Service Center does not degrade. Network System Engineers could also be assigned to either customer sites or the Customer Service Center during the peak workload time. We would also be prepared to bring technical resources in from our sub-contractors at our own expense and assign them either to customer sites or to the Customer Service Center.

An increase in Requirements for Network Consulting, Network Questionnaire, Network and Workstation Planning Guides.

These duties are those of our Network System Engineers. Some of these functions are "no fee" services, and some are contracted services. With our sub-contractors, **we** have dozens of NSE's, SE's, and Sr/Advanced SE's available here in the Sacramento Area as well as throughout the state. We plan to utilize as many of these highly qualified and certified persons as necessary to accomplish the workload requirements.

Please also note that all persons (12) on the Organization Chart (Exhibit 0) in the tangerine color are support staff for the State Store. Although they have other assignments also, any of this group can be called on to perform whatever State Store functions are necessary in the short term. This group represents many of our best sales, technical, and management personnel, and they are highly qualified. Whatever the case, be assured that we will assign only Technical Consultants and Network System Engineers who meet all the requirements of RFP DGS 9014.



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B3. Organization And Staffing

**Staff Training
Section VI B3**

MicroAge of Sacramento has at its capacity, the resources, equipment, and facilities, to provide its staff with the network product and configuration services training they require to remain up-to-date on IT products and services in this fast paced IT industry. This on-going, mandatory, in-house training is available in several different modes.

Instructor Led Network Training

MicroAge has in its employ, a Network System Engineer that is a Microsoft Certified Trainer, a Master Certified NetWare Instructor, and a Chauncey Group International Certified Technical Trainer. This resource has the additional responsibility of providing network hardware, software, and services training classes. These mandatory classes are held weekly. Classes are designed to provide all technical and professional staff with the information they need to successfully assist their clients with their network configuration requirements.

The trainer employed has developed curriculum based on extensive field and classroom experience with Microsoft and Novell. Utilizing that experience, the curriculum developed contains the following:

- ✍ Networking Essentials i.e. hubs, switches, routers, etc.
- ✍ IAN/WAN Protocols i.e. TCP/IP, IPX, etc.
- ✍ **Gathering** and Analyzing Business Requirements
- ✍ Configuring Microsoft Windows NT/2000 Networks
- ✍✍ **Configuring** Novell NetWare Networks

This custom curriculum has been proven successful with MicroAge Professional and Technical Staff. It has provided them with the knowledge required in providing their clients with the best possible solutions.

Computer Based Training

MicroAge of Sacramento has available to all technical staff a suite of DVD-ROM IT Professional and Developer Trainer Kits. These DVD's allow the staff to utilize their spare time and off hours to study the latest technologies the industry has to offer. Because each course offered in the Trainer Kit prepares the student for certification, each resource has the option to test and certify on that particular course. The Trainer Kits are an invaluable resource packed with white papers, videos, set-up guides, and other materials. The following represents the courses available for self-study:

| Course | Microsoft Course Description |
|--------|---|
| 1560B | Updating Support Skills from Microsoft Windows NT 4.0 to Microsoft Windows 2000 |
| 1561B | Designing a Microsoft Windows 2000 Directory Services Infrastructure |
| 1562B | Designing a Microsoft Windows 2000 Networking Services Infrastructure |
| 1572A | Implementing and Managing Microsoft Exchange Server 2000 |
| 1585A | Gathering and Analyzing Business Requirements |
| 1608A | Designing Business Solutions |
| 1609A | Designing Data Services and Data Models |
| 1905A | Building XML-Based Web Applications |
| 1907A | Building Distributed Applications for Microsoft Windows 2000 with Visual Basic |
| 1910A | Advanced Techniques for Designing Distributed Applications for Microsoft Windows 2000 |
| 1912A | Introduction to Web Development Technologies |
| 1932A | Building Data-Driven Web Sites using Microsoft FrontPage 2000 |
| Course | Microsoft Course Description |

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| | |
|-------|---|
| 1933A | Doing Business Online using Microsoft bCentral |
| 2010A | Designing a Microsoft Windows 2000 Migration Strategy |
| 2017A | Creating Web Parts for Digital Dashboards |
| 2019A | Building Solutions in Microsoft Exchange 2000 with the Web Storage System |
| 2062A | Implementing Microsoft Metadirectory Services 2.2 |
| 2071A | Querying Microsoft SQL Server 2000 with Transact SQL |
| 2072A | Administering a Microsoft SQL Server 2000 Database |
| 2073A | Programming a Microsoft SQL Server 2000 Database |
| 2074A | Designing and Implementing OLAP Solutions using Microsoft SQL Server 2000 |
| 2087A | Implementing and Administering Microsoft Windows Clustering |
| 2092A | Designing and Populating a Data Warehouse with Microsoft SQL Server 2000 |
| 2093A | Implementing Business Logic with MDX in Microsoft SQL Server 2000 |
| 2150A | Designing a Secure Microsoft Windows 2000 Network |
| 2151A | Microsoft Windows 2000 Network and Operating System Essentials |
| 2152A | Implementing Microsoft Windows 2000 Professional and Server |
| 2153A | Implementing a Microsoft Windows 2000 Network Infrastructure |
| 2154A | Implementing and Administering Microsoft Windows 2000 Directory Services |

| Course | Novell Course Description |
|--------|---|
| 200 | Networking Technologies |
| 216 | Fundamentals of Internetworking |
| 529 | NetWare 4.11 to NetWare 5 Update |
| 532 | NetWare 5 Design and Implementation |
| 540 | Building Intranets with IntraNetWare |
| 560 | NetWare 5 Administration |
| 570 | NetWare 5 Advanced Administration |
| 575 | NDS Design and Implementation |
| 605 | NetWare TCP/IP |
| 652 | Understanding and Applying Internet Concepts |
| 780 | Workstation Management with ZENworks |
| 801 | Service and Support |
| 1105 | Introduction to PC Hardware and Operating Systems |
| 1106 | Introduction to Networking |

Vendor Product Training

In addition to providing CBT's and instructor led training to its technical staff, MicroAge also provides vendor led, product specific training. These mandatory sessions are held weekly and are hosted by such vendors as Compaq, Microsoft, Veritas, Hewlett-Packard, Cisco, and Novell. Specific hardware and software products such as Compaq's Storage Works, Veritas' Backup Exec, Cisco switches and routers, and Microsoft Windows 2000 are presented. All vendor led training sessions are held at MicroAge in their conference facility (*please refer to figure 1*).

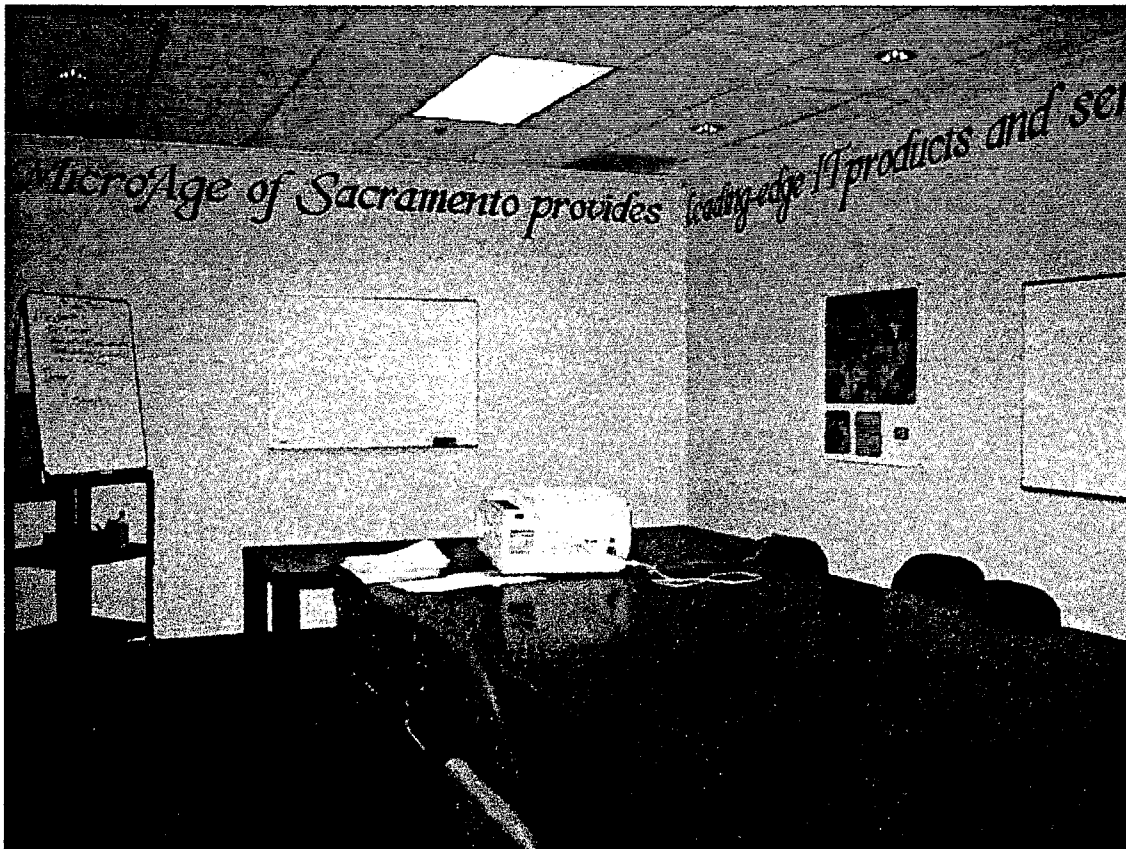


Figure 1

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MicroAge of Sacramento Facility

The MicroAge facility, besides the conference room, contains an extensive multi-faceted computer laboratory that includes Compaq rack mounted and stand-alone servers and network connectivity hardware such as switches and routers (please *refer to figures 2 and 3*). This equipment is highly utilized during instructor led network configuration training classes. The lab is visible and accessible through a set of glass doors within the conference/training room.



Figure



Figure 3

The MicroAge lab has many functions including the following:

- Network Configuration Training Facility
- Customer Demonstration Facility
- Laboratory/Test Facility

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Network Configuration Training Facility

One of the many uses of the lab is its ability to be utilized as a training facility. Vendors who **participate in the weekly training** have the opportunity to use the lab to simulate how their products perform in a true network environment.

The lab is also used during the technical staff's network configuration classes.

MicroAge's certified trainer has the ability to emulate a true network environment (please refer to *figures 2 and 3*) to simulate actual issues that customers and consultants face in the field. By utilizing a Notebook PC Security Cart (*please refer to figure 4*), the trainer has an entire network at his disposal. Because this cart contains a network server, wireless hub, and up to 24 PC notebooks with wireless NIC's, the trainer can virtually reproduce any network configuration required for the technical staff's training.

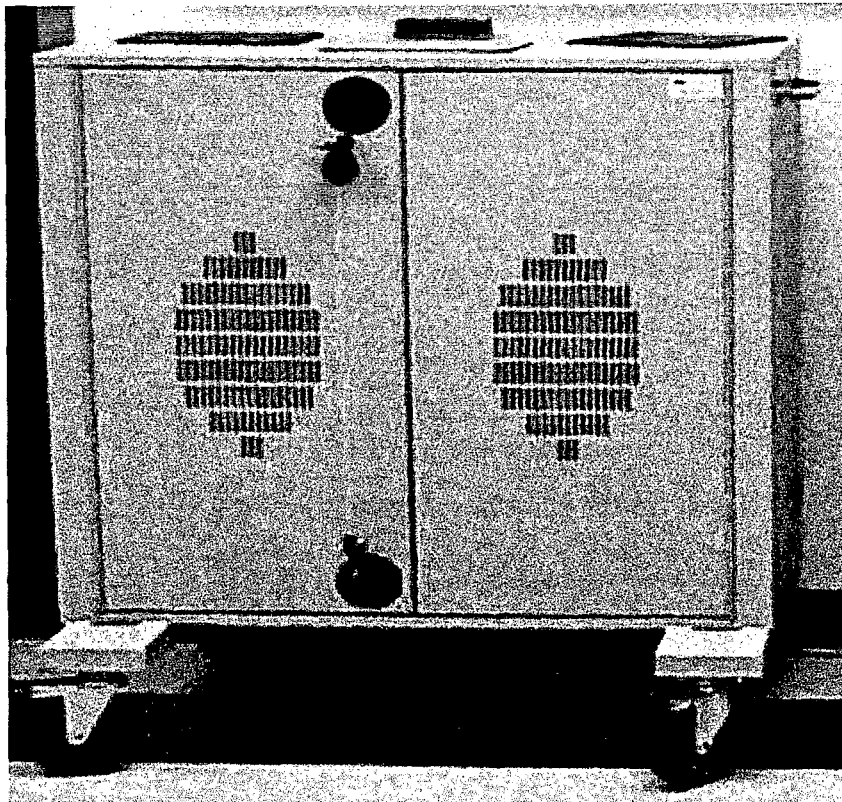


Figure 4

Because of the carts mobility and the fact that they have a certified Microsoft and Novell trainer on staff, MicroAge has the ability to also provide their customers with customized, on-site network training or a demonstration of a pending customer installation.

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Customer Demonstration Facility

MicroAge of Sacramento, as one of Compaq's leading channel partners in Sacramento, is often referred to Compaq clients as the only location in Northern California where their equipment can be demonstrated. Because of that, Compaq has provided to MicroAge, a server rack that can be utilized to demonstrate their current technologies in the areas of Storage Area Networks (SAN) and fiber switching (please *refer to figures 5 and 6*).

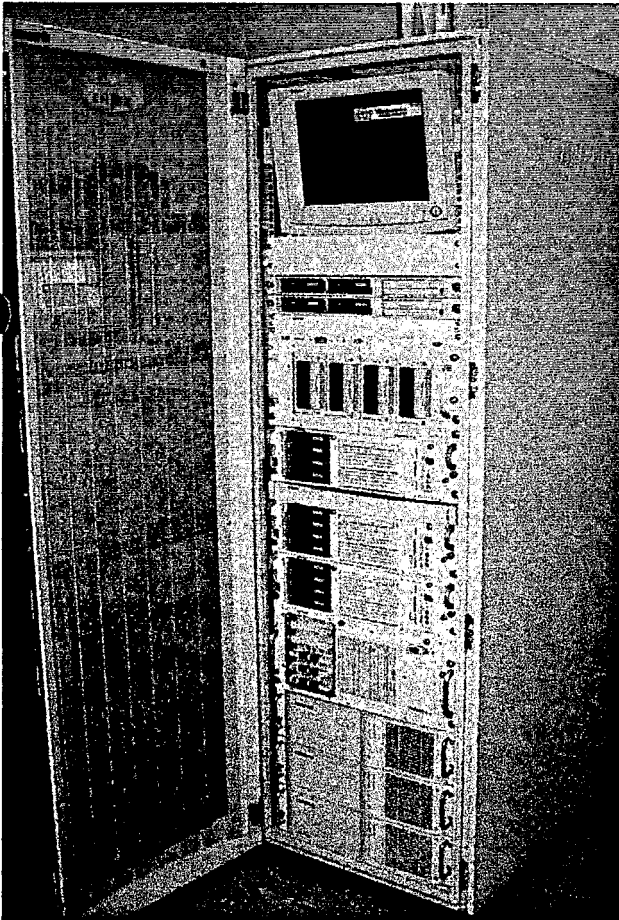


Figure 5

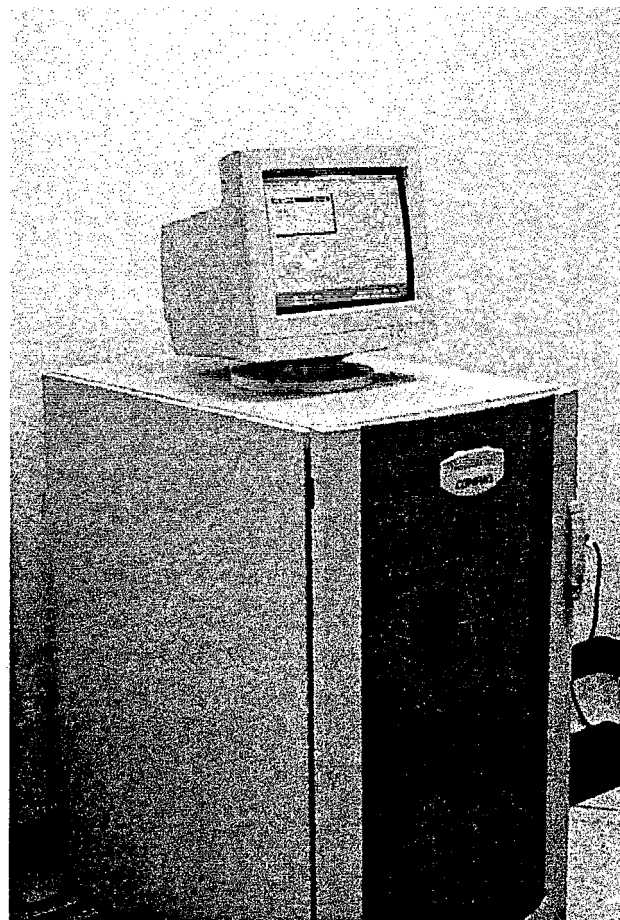


Figure 6

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Besides possessing the ability to demonstrate networking technologies, MicroAge of Sacramento is also able to demonstrate innovative printing solutions as well. Many leading printer manufacturers such as Hewlett-Packard, Xerox, and Tektronix have made available equipment to MicroAge of Sacramento's Customer Demonstration Center. High-speed plotters, high-resolution color printers, and other imaging systems can be demonstrated (*please refer to figure 7*).

Whether it's Compaq, HP, IBM, Toshiba, or any other vendor MicroAge partners with, if a customer has specific hardware, software, or service that they would like a demonstration of, MicroAge of Sacramento has the ability and the vendor relationships to demonstrate what their customers want.

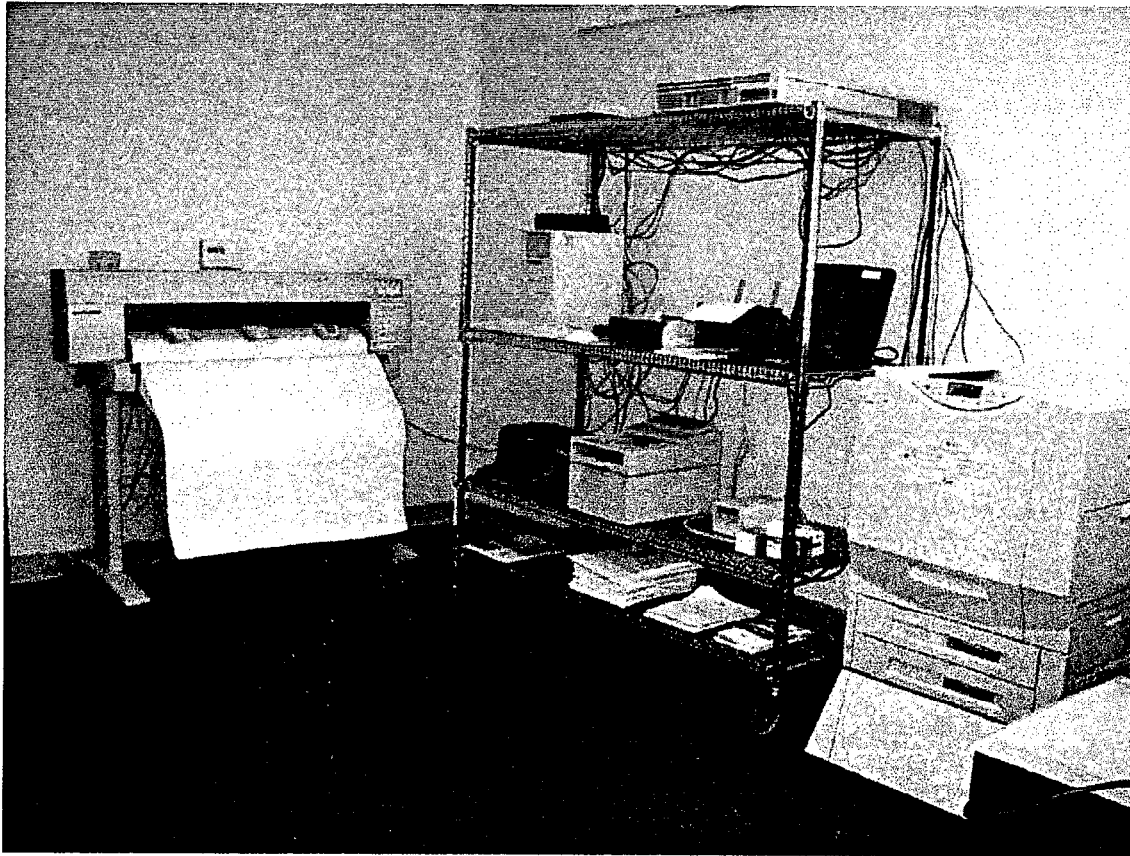


Figure 7



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Laboratory/Test Facility

The MicroAge lab is also extensively utilized for testing new and advanced network operating systems and networking hardware. In such an environment, many diverse configurations can be simulated, allowing MicroAge's technical staff the opportunity to observe the hardware and software's performance. The test results produced assist the staff in making more informed decisions regarding these products for their clientele.

One of the more important uses of the lab is in the actual troubleshooting of client networking issues. In most production environments, when network errors occur, taking that network off-line is one of the only ways to begin troubleshooting the problem. Because of the strong relationships between MicroAge technical staff and their clients, the staff is highly familiar with that particular clients networking environment. MicroAge's engineering staff is able to recreate that clients network within the lab's non-volatile environment (*please refer to figures 2 and 3*), recreate the error, and begin troubleshooting without disrupting the client's actual production environment.

In conclusion, because of the training and facilities available to MicroAge's technical and professional staff, their client's consistently receive the highest levels of service and satisfaction.



Business Background

Significant events in MicroAge of Sacramento of Sacramento's history

MicroAge of Sacramento roots are in the computer software business.

Over the ensuing 20 years, the company has been successful in evolving with changing technologies and has achieved a remarkable level of success. During this time period, our expertise has evolved in the following areas:

• Software For Personal Computers.

• Personal Computers. In 1982, MicroAge of Sacramento was among the first to recognize that PCs had their place in the world of information processing. The company proceeded to offer these new systems, becoming one of the first authorized IBM PC dealers in the nation.

• Systems Integration. The explosion of personal computer sales; movement toward open systems and increasing requirement to link them for rapid information exchange between systems led to the next step in the technological chain of evolution that MicroAge of Sacramento would pursue -- systems integration.

• Consulting. Every organization is under pressure to increase its effectiveness, which might or might not require computing technologies. Understanding that many of its customers are facing this challenge, MicroAge of Sacramento has launched a new business unit that provides business and technology consulting services.

Philosophy

MicroAge of Sacramento has developed a unique corporate culture that is built on a refined philosophy that is reflected in the employees and practices of the organization. The company is committed to achieving the highest possible level of customer satisfaction by involving each person and process of the business in the pursuit of this goal.

• Mission Statement. MicroAge of Sacramento is committed to maximizing the long-term value of our customers' computing investments by providing the industry's highest quality products and services.

• Reliability. A "classic" MicroAge of Sacramento characteristic is the company's affinity for delivering on its promises. Few organizations are as focused on meeting and



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exceeding customer expectations than is MicroAge of Sacramento, which is yet another factor in our ability to nurture customer relationships.

Customer Satisfaction. MicroAge of Sacramento maintains an active campaign that encourages all employees to become involved in achieving customer satisfaction. Customer surveys provide a tool by which satisfaction is constantly measured, and corresponding employee financial incentives are used to reward those organizations and individuals whose contributions result in excellence in the eyes of our customers.

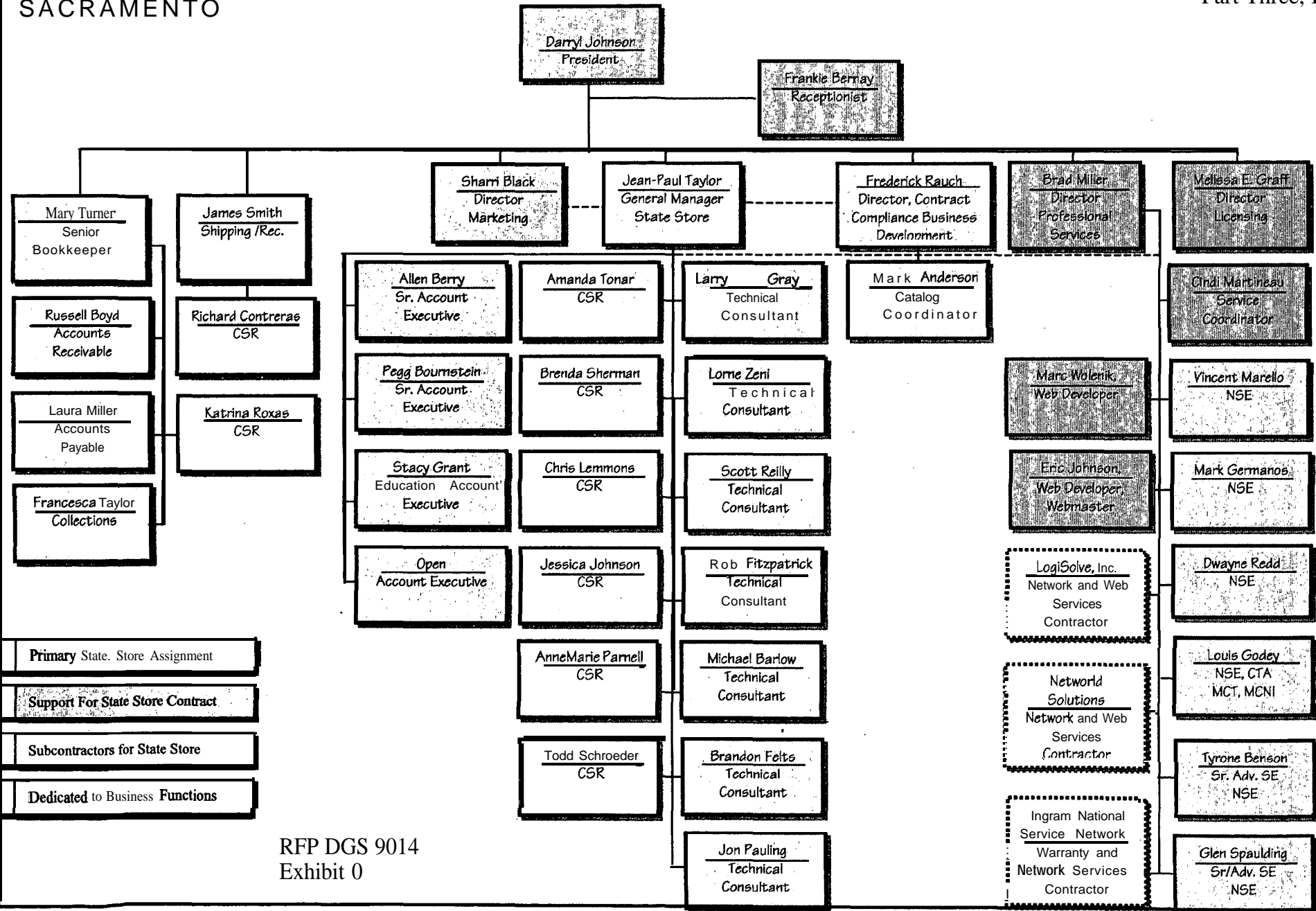
Quality. We understand that quality is the responsibility of every employee in the company and have established a set of guiding principals by which we conduct business:

- Customers are our primary focus
- People are our most valued resource
- Customers and suppliers are our long-term business partners
- Ethics and integrity are never compromised
- Management support is the key to our successful quality systems
- Continuous improvement is our way of life



Proposed State Microcomputer Store Organization Including Customer Service Center

Section VI,
Part Three, B3

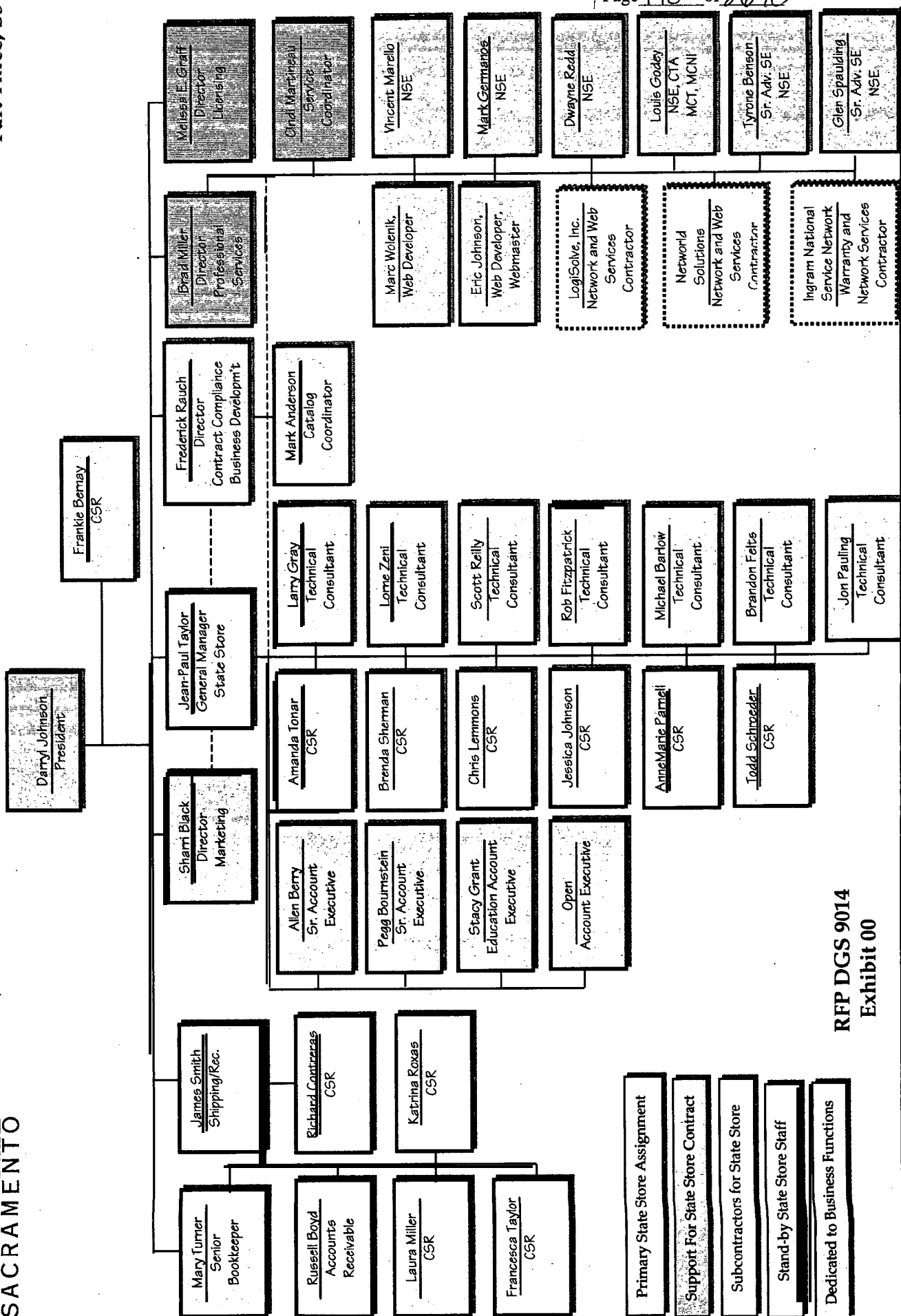


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Exhibit 0



Expanded State Microcomputer Store Organization With Stand-by Personnel

Section VI,
Part Three, B3





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Duty Statements

General Manager

The General Manager will have a minimum of three (3) years experience in the computer industry within the last four (4) years. The proposed General Manager will demonstrate experience in building and maintaining successful relationships with suppliers and servicing large public sector and/or corporate accounts. This position will be the single point of contact with the State Contract Administrator with the responsibility and authority for all aspects of the contract and its facilitation. Daily management and operation of this contract including managing programs from the state or vendors, ensuring monthly reporting is being completed in an accurate and timely manner, and resolving complaints and ensuring customer satisfaction. The General Manager will meet in Sacramento with the State Contract Manager at least once a month, or as needed, at no additional cost to the State. Other duties will be:

- Establishing and maintaining relationships with new and existing customers and prospects.
- Monitoring the execution of the approved marketing plan.
- Developing ad hoc reports as needed by the state and due dates for information.
- Developing the exact information needed and the format for providing the reporting from the telephone tracking system.
- Designing and implementing the Customer Satisfaction Form to be used with the Electronic Catalog and Order Status System.
- Coordinating with the State Contract Manager regarding staffing requirements and proposing potential staff members for consideration.
- Monitoring activity levels to determine if additional resources are needed to maintain responsiveness.
- Monitoring feedback received from all sources and preparing summary information for the State Contract manager.
- Proposing new hardware, software and service products to the State Contract Manager on a monthly basis.
- Ensuring all facets of Contract Compliance.
- Conduct weekly management and staff meetings regarding contract activities.

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- ✍ Ensure that staff receives product, services and network configuration and design training biweekly.
- ✍ Ensure that all technical staff receives necessary certification and/or updates.
- ✍ Developing the ability for governmental entities to electronically transmit standardized business documents.

Technical Consultants

**Section VI, D1, 6c
Staffing**

Technical Consultants assigned in this group are located here in Sacramento and are experienced in supporting State and Local Government agencies in California. All technical consultants have a minimum of 18 months of network and system configuration, product and service(s) experience within the last 24 months. Our Technical Consultants are trained to communicate orally, and in writing, technical information to non-technical audiences at all levels.

The Technical Consultants have experience with all the network operating systems proposed for this RFP and have attended classes on products and networking, with a continuing education program to stay current in the industry. Their primary duties will be exercised on the client site where they will offer “no fee” consultation on a variety of hardware, software and networking issues. Other duties will include:

- Monitoring the Forum discussion board and responding to questions and problems.
- Responding to phone calls and e-mails from customers regarding configuration, installation, networking services, and operational issues.
- ✍ Installing software when hardware is delivered and installed.
- ✍ Specify the best solutions to customers computing needs.
- Provide to the customer ordering information, part numbers, descriptions, and pricing for hardware recommended.
- Call and travel to customer sites on a regular basis.
- Become very proficient in use of the **website** and the Product and Services Catalog.
- ✍ Respond remotely to calls and e-mail using cellular and wireless technologies provided.
- ✍ Providing product comparisons and product evaluation based on customer requests.

Additional Technical Consultant Skills:

- Construct a complete project plan taking into account resource availability, timelines, features and finances.
- Document the entire project process from start to finish.
- Use Microsoft Project to monitor and control project progress.
- Schedule and coordinate resources to complete project.
- Manage project costs to budget.
- Safety procedures related to the electrical, environmental and physical hazards associated with IT projects.
- IT Infrastructure (i.e. Routers, Switches, Firewalls, etc.).
- Current network operating systems (security philosophy; system administration utilities, topologies, protocols).
- TCP/IP.
- IT Server Hardware.
- 3rd party utilities (e.g. virus, backup, software distribution).
- Desktop operating systems, hardware, software.

Network System Engineers

**Section VI, D1, 7
Staffing**

Each Network System Engineer has a minimum of 18 months experience designing networks within the last 24 months. These personnel are certified with most networking products and software (operating systems), which includes all the network operating systems offered under this contract. Each Network System Engineer is trained with a thorough and complete knowledge of relevant theory and concepts with the ability to teach clients and to integrate ideas for creative problem solving. They will apply their skills and knowledge in the most difficult, stressful or complex situations with complete professionalism.

Network System Engineers will offer back up for the Technical Consultants in providing resolution to customer questions and problems. Primarily they will be located on the customer site, but will also spend time at the customer Service Center to ensure availability and expertise to satisfactorily monitor the Forum, customer calls, and e-mail issues. In addition, they will:

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- ⌘ Perform workstation detailed design, configuration, and recommended product list based on the customer prepared Workstation Planning Guide.
- ⌘ Perform network detailed design, configuration and recommended product list based on the customer prepared Network Planning Questionnaire and Network Planning Guide.
- ⌘ Aid customers with the Network Planning Questionnaire, Network Planning Guide, and the Workstation Planning Guide.
- ⌘ Other duties are contained in the Part Four response.
- ⌘ Evaluate and test network file server software, network based applications, network hardware products.
- Work with vendors to resolve compatibility issues.
- Design and support remote access and security services.
- Utilize advanced network analytical tools to pro-actively identify/resolve problems.
- ⌘ Monitor network for adherence with company standards.
- ⌘ Design and document network topologies including LAN and WAN architectures and protocols.
- ⌘ Design and document file server based solutions.
- ⌘ Write technical proposals and statements of work.
- ⌘ Implement MicroAge Sacramento packaged solutions.

Contract Compliance/Business Development Director

MicroAge of Sacramento has established this new position specifically for this contract. The Contract Compliance/Business Development Director will also serve as back up for the General Manager in his absence. Primary duties for this person will be to ensure all facets of contract compliance and spearhead the effort to develop new business under this contract. The person we are proposing for this position is experienced with RFP DGS 4023; in addition to all the necessary duties and responsibilities to support RFP DGS.9014.

As contract compliance is a major responsibility, this will be the "Named" person for customers to call when complete satisfaction has not been attained. This person will have direct access to the President of MicroAge of Sacramento and the General Manager of this contract. All reporting required by this contract as well as changes requested by the Department of General Services will be implemented and



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monitored by this position. Further, this person will ensure all assigned personnel will have the correct skill set and certifications, and that the program to maintain those certifications is met.

This Director position will work closely with the Director of Marketing and the General Manager in the on-going execution of the approved Marketing Plan developed for this contract.

Director of Professional Services

The Director of Professional Services will direct the activities of all on-site engineering network, and warranty services personnel including all services subcontractors. In addition, this person will:

- Execute and maintain the agreements with sub-contractors providing services under this contract.
- Ensure all requirements are being met and customer satisfaction is attained.
- Ensure all work is being performed to high standards.
- Ensure all service resources are promptly and efficiently dispatched to customer sites.
- Develop and execute an on-going program for certification upgrades and networking design and configuration courses.

This Director will report to the President of MicroAge of Sacramento and will work closely with the Contract General Manager and the Director of Contract Compliance and Business Development.

Director of Marketing

The Director of Marketing is responsible for general marketing activities in the business and for the execution of the Marketing-Plan for the new contract. This will include all kickoffs, specific visits, and establishing a presence in both northern and southern California. All marketing materials for this contract and for the approved marketing plan will be designed and ordered by this person. In addition, this position will be:

- Monitoring the plan for effectiveness and suggesting any changes to management.



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- ✍ Monthly additions and deletions, pricing, new manufactures, in-use requirements, etc.
- ✍ Printing and mailing of the hard-copy catalog or burning of the CD's on a regular basis.
- ✍ Updates and modifications to the web pages including new products, news and events, training schedules, contact list updates, personnel changes, adding links, success stories, testimonials, etc.

Director of Software Licensing

MicroAge of Sacramento has long been a leader in software licensing in the Sacramento area. We expect this to continue and as our customer base grows, licensing will also grow. This position will assume responsibility for all licensing products, both for this contract and CMAS, and will be able to respond to all questions regarding licensed products and procedures. Further, this person will assist all customers in software planning.

Customer Service Representatives

The Customer Service Representatives assigned in this position are located here in Sacramento and are experienced in supporting State and Local Government agencies in California. They will act as the primary interface to their assigned customers. They will respond in a timely manner to phone calls and e-mails from customers desiring information regarding order status, invoices, pricing, delivery, and a variety of other customer support issues. In addition they will:

- Review all orders for accuracy and completeness.
- Ensure the Technical Consultants verified all configurations.
- Gather and summarize customer feedback submitted from all sources.
- ✍ Will be very proficient with the **website** and Product and Services Catalog.
- ✍ Perform follow-up calls to customers where service has been performed to gather data regarding satisfaction.
- Enter customer orders in a timely manner.
- Provide resolution to customer problems.
- Route customer calls to appropriate technical personnel when required.



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- ✍ Conduct their duties and responsibilities in a professional manner.
- ✍ Keep the General Manager informed regarding any issues with customer dissatisfaction or non-responsive personnel.

Catalog Coordinator

The Catalog Coordinator will report to the Director of Contract Compliance; they will take responsibility for all facets of the Product and Services Catalog. Monthly additions and deletions, pricing, new manufacturers, in-use requirements, etc. will all be handled by the Catalog Coordinator. In addition, printing and mailing of the hard-copy catalog or burning of the CD's on a regular basis will be their responsibility.

The Catalog Coordinator will also handle updates and modifications to all of the web pages; this may include approved new products, news and events, training schedules, contact list updates, personnel changes, adding links, success stories, testimonials, etc. All reporting requirements to the State Contract Administrator, including any ad hoc reporting will be facilitated by this person.

Account Managers

Each Account Manager is assigned several State or Local Government departments or agencies. They participate in customer planning and have an understanding of the customers needs and departmental objectives. They have a high knowledge level about the Product and Services Catalog and its use. They are the primary contact to the customer regarding Planning and Strategic issues.

Service Coordinator

The Service Coordinator represents a single point of contact for customers wanting Warranty and or Maintenance Services. All service personnel are dispatched and monitored by this person. The customer can call the 800 number to supply the necessary information to the Service Coordinator who will then assign an engineer with the correct skill set to call the customer back, further defining the problem, and an appointment is established at that time. The customer will sign-off when the problem has been addressed and resolved.



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Web Developer

Primary assignment for the Web Developer will be keeping up to date both the MicroAge of Sacramento website and the Web Pages. The Web Developer will also update the contact lists, news, seminars, success stories, training and certifications.

Customers with specific questions regarding website development can benefit through our "no fee" consulting services by contacting our Web Developer.

Further, this position offers "stand-by" support for contract workload increases.

System Engineers

System Engineer (SE): must have at least 24 months experience within the last 36 months. Experience must include, at a minimum, the following:

- Must have experience in development of systems or associated operational experience
- Must have experience in integration of internal server CPU hardware components
- Must have experience in diagnosing failures, correcting problems and providing network support services
- Duty statement shall include, at a minimum, the following: Under general direction, developing and maintaining data processing applications which meet customer business needs. Coding, testing and implementing computer programs in developmental and maintenance modes. Defining system requirements and priorities with customers and ensuring that daily needs are met. Developing system and programming specifications. Designing data processing solutions based on business needs and technical considerations. Researching and resolving application production problems. Monitoring application performance and performance run time improvement functions.

In addition, the System Engineer will offer back up support for the Technical Consultants in providing resolution to customers' questions and issues. They will be primarily located at customer sites, but will also spend time at the Customer Service Center to ensure availability and expertise to satisfactorily monitor the Electronic Forum, customer calls, and e-mail issues. They will, in addition to the requirements shown above, be able to:

- Load network operating systems.
- Create and administer user accounts
- Install and administer workstation applications

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- ✧ Configure a networking environment
- ✧ Install and administer printers and print queues
- ✧ Install and administer uninterruptible power supplies
- ✧ Implement standard office application packages i.e., Microsoft Office and WordPerfect
- ✧ Fully implement electronic mail applications

Senior/Advanced System Engineer

Senior/Advanced System Engineer: must have at least 48 months experience within the last 60 months. Experience must include, at a minimum, the following:

- ✧ Must have experience in all of the duties of an On-Site System Engineer.
- ✧ Must have experience in correcting problems and providing expert network support services.
- ✧ Must have at least two years experience as overall technical lead for development, operations, testing, integration, or fielding of complex systems.
- ✧ Duty statement shall include, at a minimum, the following: Under minimal direction, applies specialization within a line of business to provide programming and technical leadership in support of customer needs. Acting as lead in subsystem design and participating in system design projects. Overseeing development and implementation of system specifications, designs, integration, testing, and documentation. Interfacing with customers to define system requirements and priorities. Developing risk management and mitigation strategies. Acting as principle interface to complementary programs.

The Senior/Advanced System Engineer must also be capable of:

- Working closely with clients designated network administrator(s) to develop and implement standardized network services and procedures tailored to the client's specific organizational needs.
- Developing and implementing standardized network services and procedures tailored to the client's specific organizational needs.
- Advising on network security, backup procedures, and virus protection.
- Devising network naming conventions and addressing schemes.
- Consulting, designing and recommending enterprise mail implementations.

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- Consulting about third party products such as optical storage and retrieval and fax gateways.
- Establishing communications to remote sites, mainframes, wide area networks, and other disparate systems through bridges, routers, communications servers, and gateways.
- Resolving interoperability issues through implementing multi-protocol architectures in a LAN and WAN environment.
- Performing network design services including cable plant layout, local and remote communication links, recommendations for equipment purchases based upon performance requirements, etc.
- Performing initial consultations with customers regarding new LAN implementations and designs.

Project Manager

Project Manager must have at least 8 years experience within the last 9 years.

Experience must include, at a minimum, the following:

- Must have experience in **planning, organizing, directing,** and controlling of project resources. (i.e. managing product acquisition schedules with manufacturers and distributors)
- Two years experience in management of projects/tasks similar in scope and requirements to current program.
- Experience in overseeing medium to large scaled IT projects comprised of sub-projects and distinct deliverables.
- Duty statement shall include, at a minimum, the following: Providing business, technical and personnel management for individual projects, such as engineering studies, computer applications and systems development. Planning, directing and coordinating the acquisition and development of new business to an operational account stage. Initiating, supporting and participating in negotiations with prospective customer. Analyzing effects of project upon various operating and support areas, such as information processing/data centers, assembly and manufacturing, to determine the most practical and cost effective method to obtain the required resources. Providing guidance to project team and management in directing development of new applications and formulating contingency plans in areas such as schedule revisions, manpower, adjustments, fund allocations, and work requirements.